



Having difficulty paying?

If you are struggling
to pay your rent or other
bills, help is available.

h&f
hammersmith & fulham

● Welfare Benefit Officer

We have two specialist officers who will help you get all the benefits you are entitled to and help with debt problems. We can also provide food vouchers for the Hammersmith & Fulham Foodbank.

Phone **020 8753 6032** to make an appointment.



● Hammersmith & Fulham Credit Union

Also known as London Plus Credit Union provides budgeting and savings accounts as well as affordable loans that are much cheaper than doorstep lenders and payday loans.

Go to www.hfcu.co.uk to apply online. Or call **020 7471 2620**, or visit 274 North End Road, Fulham, London, SW6 1NJ and 10am-2pm Monday to Friday at our North Area Housing Office at New Zealand Way, White City Estate, W12 7DE. info@londonpluscu.co.uk

● Crosslight Debt Advice

A local independent debt and money advice charity which can help with debt, whatever the cause. Crosslight has weekly appointments just for residents with a council tenancy. They can help with rent and council tax arrears, or arrears with credit cards and loans, and everything in-between. Their service is free.

Phone **020 8753 6032** or **020 7052 0318** or visit www.crosslightadvice.org

● The Citizens Advice Bureau

Afford-Ability Officer has a set number of weekly appointments just for residents with a council tenancy. They advise on debt and benefits as well as financial capability and income maximisation. The service is free, confidential and impartial.

Phone **020 7385 1322** for a telephone assessment (the telephone lines are open Monday to Friday from 10am to 3pm) and depending on your situation, you can be offered an appointment with a specialist caseworker.

● Local Support Payments

If you need help because of an emergency or a crisis, you may be entitled to a local support payment. You must be claiming a qualifying benefit or about to claim one. Payments are usually for furniture, white goods or store vouchers.

Go to www.lbhf.gov.uk or call **020 7745 6464**.

● Hammersmith & Fulham Advice Station

This is a telephone helpline run by the Citizens Advice Bureau that provides advice and information on welfare benefits, debt, housing and employment.

Please call **020 7385 1322** Monday to Friday from 10am to 3pm.



● Direct debit

Help prioritise your rent payments by setting up a direct debit.

Phone us on **020 8753 6032**.

● Housing Benefit and Council Tax Support

Apply online at www.lbhf.gov.uk or phone **020 8753 6681**. For some postcode areas, instead of applying for housing benefit, you need to apply online for Universal Credit that includes a payment for housing costs – see www.universalcredit.service.gov.uk/uc/

● Discretionary Housing Payments

For people in financial difficulty due to a shortfall between your benefits and the rent you pay.

Go to www.lbhf.gov.uk or call **020 8753 6681**.

● Furnish

offer good quality re-used domestic furniture and appliances and a discount for low income households.

Go to www.furnishwest12.co.uk or call **020 8749 4031**.



Help getting work to increase your income



● Workzone

Based in Shepherds Bush library at the Westfield Shopping centre, Workzone will help you identify skills, assist with CV writing and application forms and prepare you for interviews. In the last year, they helped over 800 local people into work.

Call **020 8753 4693**, email recruitment@workzoneonline.co.uk or go to www.workzoneonline.co.uk

● One Place Hub

Get help with debt and money advice and job search under one roof. Speak to the One Place staff at Hammersmith or Shepherds Bush Job Centres.

Call **020 8210 8200** or email oneplace@lbhf.gov.uk

● Jobcentre Plus (JCP)

If you are claiming benefit because you are out of work, JCP will give you your own advisor to help find a job that is right for you. JCP offers a wide range of support, including many opportunities to train and develop your job search skills and you may also be eligible to get help to pay for things such as clothing or travel expenses for job interviews. JCP offices are in Hammersmith, Shepherds Bush and Fulham.



● Work experience

Volunteer work placements give real experience for those who want to take the first steps towards securing employment. Hours can be arranged to fit around your availability.

Call 020 8753 6548.

● Apprenticeships

The council can help you with the first steps to securing employment.

Call Clare Edgson 020 8753 4053 or email clare.edgson@lbhf.gov.uk

● RAISE

Provides training and support for unemployed residents. It will help you get a job.

Call 020 8753 4206 or email raise@urbanfutures.org.uk

● Action on Disability

Provides help for disabled people including benefits and employment advice, advocacy, youth services, health and wellbeing courses, peer support, volunteering, IT classes, knitting groups and campaigning support.

Email info@actionondisability.org.uk or call 020 7471 8510.



● Adult Learning and Skills

Offers many courses to help you update your skills and build your confidence. Find out about English for speakers of other languages, English, reading, writing, maths and money matters classes as well as door supervision (security), IT, care and childcare, accounting and construction. Many courses are free for those on benefits (ask for details) and for those on a qualification course. It may be possible to get extra funding to help with childcare and travel costs. Learn in a friendly place with welcoming and supportive tutors.

For a full list of part-time courses visit www.hfals.co.uk or call 020 8753 3600



● Careers Information, Advice and Guidance

Every Wednesday, during term-time, a member of staff from Work Matters will be available to provide advice and guidance on career options, job search, live job vacancies, CV and interview support. This service is FREE and open to everyone.

Book online by visiting www.hfals.co.uk or call 020 8753 3600 and we can help you find out what your next step will be.

Wednesdays 10am – 4pm,
Macbeth Centre, Macbeth Street,
London W6 9JJ.